



Surf Life Saving Australia - Circular

Title:	IT Enhancements Dec/Jan 2015/16
Document ID:	Circular 39/2015-2016
Audience:	State Officers and Staff, Branch Officers and Staff, Club Officers and Staff, Chief Training Officers / Directors of Education, Registrars / Administrators / Secretaries
From:	SLS Information Technology Team
Date:	11 th January 2016
Subject:	IT System Enhancements
Summary:	<p>The following Circular contains information relating to the following systems, websites and applications:</p> <ul style="list-style-type: none"> • Members Portal/Lifesaving Online • Surfguard – award, proficiency and other enhancements • SLSA Website

Members Portal

Updates and Enhancements – Release date 12th January 2016 at 8am AEDT

TAF form month leeway and proficiency check

Applications for the TAF Re-endorsement via the Portal will now allow you to re-endorse up to a month after the Awards Proficiency has expired.

Proficiency Check – To ensure requirements match between the Portal and Surfguard, certain TAF Awards will run a check to make sure the base Award’s Proficiency has not expired.

New forms for National Medal and National Medal Clasp

These Medal’s recognise long service in organisations that protect life and property at some risk to their Members. The National Medal is available to Surf Life Saving Australia volunteers and employees who have eligible and proficient service with a **minimum of 30 hours each year for a minimum period of 15 years**.

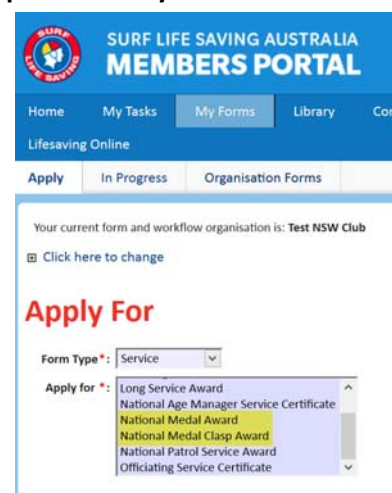
To be eligible for the National Medal you must meet the following Requirements:-

- Minimum Age 26
- Member of a Surf Life Saving Club
- Must hold a Bronze Medallion

To be eligible for the National Medal Clasp you must meet the following Requirements:-

- Minimum Age 36
- Member of a Surf Life Saving Club
- Must hold a Bronze Medallion
- Must hold National Medal

If you meet the above requirements you can apply for the above Awards in My Forms.





Ability to load patrol hours into relevant forms

When applying for a National Patrol Service Award, National Medal Award and National Medal Clasp Award you can now display the members countable patrol hours as a reference for each season by clicking the below button:-

Show Patrol Hours

The table will display as follows:-

Patrol Hours Reference

Year Range	Total Number of countable hours	Performed at	Patrol Types performed
01/07/2015 to 30/06/2016	83.0	Test NSW Club	Rostered, Substitute
01/07/2008 to 30/06/2009	114.0	Toowoan Bay	Rostered, Voluntary
01/07/2009 to 30/06/2010	102.0	Toowoan Bay	Rostered, Voluntary
01/07/2010 to 30/06/2011	109.0	Toowoan Bay	Rostered, Voluntary
01/07/2011 to 30/06/2012	68.0	The Entrance, Toowoan Bay	Voluntary, Rostered
01/07/2012 to 30/06/2013	60.5	Toowoan Bay	Rostered, Voluntary
01/07/2013 to 30/06/2014	34.5	Toowoan Bay	Rostered, Voluntary

Surfguard

Upcoming Surfguard Updates/Enhancements – release date 11th January 2016 at 6pm AEDT

There are a large number of upcoming enhancements currently awaiting release to production, The below items were scheduled for release before Christmas however were moved to early January. See list below:

- Remove members age from Patrol notification emails
- SLSA Membership Renewal – incorporate recent updates and changes to the form and reports
- Attendance sheet – printed from the assessment request list has had formatting and wording changes
- New Report - Nipper Attendance Sheet
- Engravers report in Assessments - format and wording changes
- Ability to enter apostrophe in an email address
- SLSQ Script request for Assessors and Facilitators
- Member Verification Field – Additional ID Types added and State of Issue field added
- Archiving maintenance – we will archive all members registered for 2013 and older
- LSO accounts Report will change to report on Portal accounts
- Bulk processing - do not allow flagged members to appear
- Bulk Processing - changes to the following Process Types “Transactions” & “Member Protection”
- Members phone numbers - remove spaces that currently exist within phone numbers
- Organisational Address Details - addition of a 2nd physical address field for clubs/organisations
- Pending Requests – easier options and more guidance when manually processing requests
- Town/City of Birth – has been added as a new field in a members record
- Patrol Logs – ability to multi-select when printing logs
- Templates - Ability to add additional templates for Membership Details & Renewal Forms reports
- Gear & Equipment Custom Report Template – Fix issues
- Surfguard - Gear & Equipment Report - View and filter by Status
- Post Nominal Field – to be added to Members Reports & Custom Reports

Surfguard Tips

Changes to Date of Birth (DOB)

All changes to the date of birth on member records within Surfguard must be actioned by the relevant state centre. Please contact the Member Services department at your State centre and they will be happy to assist you with this.



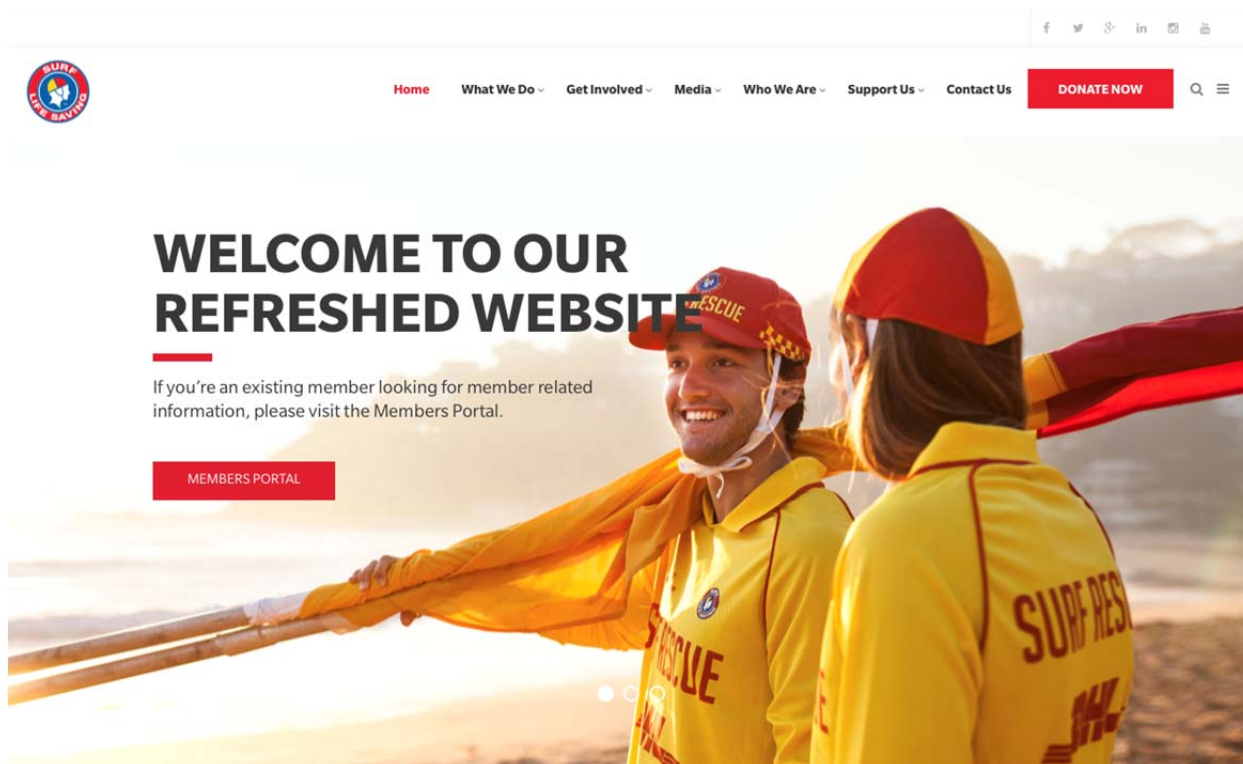
New SLSA Website Update

SLSA's new website will launch the week starting 11th of January. The new site features a fresh and modern design that fully utilises the organisation's current brand profile.

The website will now, for the most part, serve as a marketing tool for the organisation as all members' needs are now managed within the Members Portal. Key elements which must be public-facing, remain on the site, such as the sls.com.au/join page which enables potential club members to join or re-join a club using the correct systems. Other functions of the existing site, such as the club directory have been ported over to the new site, along with a small file library containing those documents (such as official SLSA policies) which are required to be publicly available.

For people who might be completely new to Surf Life Saving there is a new Participation Pathways web service that explains the many and varied roles available within the hierarchy of SLS organisations. This replaces the disjointed role description pages on the old website and clubs should update their links if they referred to any of these pages on their websites.

We recommend that all clubs, branches and state organisations perform an audit of their websites to ensure that any pages or content they are linking to is still valid. We have created numerous automatic redirects to catch many of these, but links should be updated at source whenever possible.



SLSA Website Policy Link Changes

The recently updated Electronic Acceptances Policy (6.14) has been uploaded to the Members Portal Library and we would advise all club, branch and state administrators to make themselves aware of this policy and its current text. We have also added a link to this policy to the footer of the SLSA website – the direct link to this page is: <https://sls.com.au/electronic-acceptances> .



In preparation for the transition to our new website we have also updated the links for the Privacy Policy and the Terms of Use. If your organisation links directly to these pages, they will need to be updated with the new links. The updates are:

<https://sls.com.au/content/terms-use> ---changes to---> <https://sls.com.au/terms-of-use>
<https://sls.com.au/content/privacy-policy> ---changes to---> <https://sls.com.au/privacy-policy>

https://help.sls.com.au Launched

SLSA IT have recently implemented a new online Help site. The site contains the most up to date versions of all our help guides and manuals. The system is managed entirely by SLSA IT using a documentation management suite that enables us to get updates out to the membership much more quickly than was previously possible.

The guides on the new system are topic based, fully searchable and utilise a fully responsive design that ensure that they render correctly on mobile devices as well as desktop browsers. We are also going to be releasing ePub versions of these guides which means users will be able to read SLSA manuals using eBook devices eg. Kindle.

SLSA
IT HELPDESK ONLINE HELP LIBRARY

Welcome to the SLSA Help Library. This website serves as a central location for all of SLSA's online documentation. We are in the process of converting all of our existing documentation to multiple platforms to cater to the changing demands of the organisation's membership. Please use the links on the right to access the online manuals for our main systems.

Online Searchable HTML Manuals

The menus on the right are direct links to our suite of searchable HTML manuals. This support material has been converted from older formats for several reasons. Firstly we wanted to make this content viewable on as wide a range of devices as possible. Secondly we wanted to have greater control over that content and speed up the delivery of updates to the membership.

Other Formats

As part of the update process we are also making our support documentation available in other formats, primarily PDF and ePub. These files can be found in the IT section of the library within the [Members Portal](#).

- Home
- Surfguard
- Members Portal
- Surfcom
- Smart Device Apps
- Coastal Risk
- E-Learning
- Payment Gateway
- Carnival Manager
- Useful Forms

HELP AND SUPPORT

SLSA have a dedicated helpdesk team available for any assistance, queries or help that may be required. Users of all SLSA IT systems can contact the helpdesk using the below information. This has also been updated on the Surfguard login page and from within Surfguard when using the 'Help Desk' link

Support Hours

Monday to Friday: 8.00am – 6.00pm
Saturday & Sunday: 9:00 am – 1:00 pm
Log a support ticket: <https://support.sls.com.au>
Telephone: 1300 724 006
Email: ithelp@slsa.asn.au